

**AN ORDINANCE BY  
FINANCE/EXECUTIVE COMMITTEE**

**AN ORDINANCE AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 7 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR THE IMPLEMENTATION OF THE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ADDITIONAL EQUIPMENT, TRAINING, LICENSES AND SUPPORT ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED FIVE MILLION FIVE HUNDRED THIRTY-SEVEN THOUSAND FORTY-THREE DOLLARS AND NO CENTS (\$5,537,043.00), AND TO WAIVE ARTICLE X OF THE CITY OF ATLANTA'S PROCUREMENT CODE TO EXTEND THE TERM OF CONTRACT FOR AN ADDITIONAL EIGHTEEN (18) MONTHS; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5212001 (CONSULTING/PROFESSIONAL 1590000 (CUSTOMER SERVICE) -\$4,533,283.00, 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5222999 (SERVICE/REPAIR/MAINTENANCE/CONTRACT) 1590000 (CUSTOMER SERVICE) \$443,760.00 AND 5051 (WATER AND WASTEWATER REVENUE FUND) 170304 (DWM WATERSHED INFORMATION) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 53500 (DATA PROCESSING MANAGEMENT INFORMATION/ADDITIONAL LICENSES) -\$560,000.00; AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta ("City") did enter into an Agreement 6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") pursuant to Resolution 05R0648; and

**WHEREAS**, the term of the agreement is for a period eighteen (18) months with a one (1) year maintenance contract expiring on December 31, 2006; and

**WHEREAS**, the City did execute Amendment Agreement No. 1 to cover the addition of an IVR switch in an amount of Two Hundred Fifty Thousand Nine Hundred Forty Dollars and Fifty Cents (\$250,940.50); and

**WHEREAS**, the City did execute Amendment Agreement No. 2 to provide for software and equipment for the Payment Method System in an amount of Fifty-Seven Thousand Six Hundred Dollars and No Cents (\$57,600.00); and

**WHEREAS**, the City did execute Amendment Agreement No. 3 to cover additional resources in order to maintain the system through system cutover in an amount of Thirty-Six Thousand Dollars and No Cents (\$36,000.00); and

**WHEREAS**, a ninety (90) day extension was executed giving the Contract a new expiration date of March 30, 2007; and

**WHEREAS**, the City did execute Amendment Agreement No. 4 to cover additional resources in order to add additional RAM and Software/Hardware for enQuesta in an amount of Seventy-One Thousand Four Hundred Thirty-Nine Dollars and No Cents (\$71,439.00); and

**WHEREAS**, the City did execute Amendment Agreement No. 5, pursuant to Ordinance 0700466, to extend the term of the original agreement by amendment for an additional eighteen (18) months with no additional cost, to allow for the completion of the design and implementation of the CIS to provide bill print services, giving the Contract an expiration date of September 30, 2008; and

**WHEREAS**, the City did execute Amendment Agreement No. 6 to add the Bureau of Watershed Protection, Office of Grease Management, to utilize enQuesta in an amount not to exceed Two Hundred Thousand Dollars and No Cents (\$200,000.00); and

**WHEREAS**, the Commissioner of the Department of Watershed Management and the recommends Amendment Agreement No. 7 for Agreement 6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") to extend the term of contract for an additional eighteen (18) months to support the implementation of the Customer Relationship Management (CRM) additional equipment, training, licenses and support in an amount not to exceed Five Million Five Hundred Thirty-Seven Thousand Forty-Three Dollars And No Cents (\$5,537,043.00).

**NOW THEREFORE BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA:**

**Section 1**

That the Mayor be and is hereby authorized to enter into Amendment Agreement No. 7 for Agreement 6004007863 Customer Information and Billing System and Off-site Billing Services, with Systems and Software, Inc. ("S&S") for the implementation of the Customer Relationship Management (CRM) additional equipment, training, licenses and support on behalf of the Department of Watershed Management in an amount not to exceed Five Million Five Hundred Thirty-Seven Thousand Forty-Three Dollars And No Cents (\$5,537,043.00) and to extend the term of contract for an additional eighteen (18) months.

**Section 2**

That the Chief Procurement Officer is directed to prepare an appropriate Agreement for execution by the Mayor.

**Section 3**

That the Agreement will not become binding on the City, and the City will incur no obligation or liability under it until it has been approved as to form by the City Attorney, executed by the Mayor, attested to by the Municipal Clerk, and delivered to Systems and Software, Inc.

#### **Section 4**

That Section Article X, Division 4, Section 2-1188 of the City of Atlanta Code of Ordinances is hereby waived to the extent that such applies to the authorization of this agreement.

#### **Section 5**

That all contracted work will be charged to and paid from Funding Department and Account Number 5052 (Water & Wastewater Renewal) 170502 (DWM Watershed Call Center) 5212001 (Consulting/Professional 1590000 (Customer Service), 5052 (Water & Wastewater Renewal) 170502 (DWM Watershed Call Center) 5222999 (Service/Repair/Maintenance/Contract) 1590000 (Customer Service) and **5051 (Water and Wastewater Revenue Fund) 170304 (DWM Watershed Information) 5212001 (Consulting/Professional Services) 53500 (Data Processing Management Information/Additional Licenses).**

**Part II: Legislative White Paper:** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview: FINANC/EXECUTIVE COMMITTEE**

**Caption:** AN ORDINANCE AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 7 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR THE IMPLEMENTATION OF THE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ADDITIONAL EQUIPMENT, TRAINING, LICENSES AND SUPPORT ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED FIVE MILLION FIVE HUNDRED THIRTY-SEVEN THOUSAND FORTY-THREE DOLLARS AND NO CENTS (\$5,537,043.00), AND TO WAIVE ARTICLE X OF THE CITY OF ATLANTA'S PROCUREMENT CODE TO EXTEND THE TERM OF CONTRACT FOR AN ADDITIONAL EIGHTEEN (18) MONTHS; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5212001 (CONSULTING/PROFESSIONAL 1590000 (CUSTOMER SERVICE) -\$4,533,283.00, 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5222999 (SERVICE/REPAIR/MAINTENANCE/CONTRACT) 1590000 (CUSTOMER SERVICE) \$443,760.00 AND 5051 (WATER AND WASTEWATER REVENUE FUND) 170304 (DWM WATERSHED INFORMATION) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 53500 (DATA PROCESSING MANAGEMENT INFORMATION/ADDITIONAL LICENSES) -\$560,000.00; AND FOR OTHER PURPOSES.

**Council Meeting Date:** June 16, 2008

**Requesting Dept:** Watershed Management

**FAC Confirmed by:**

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

*Example: The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.*

The purpose of this legislation is to amend the Customer Information and Billing System and Off-site Billing Services contract with Systems and Software, Inc. to implement a Customer Relationship Management (CRM) and to purchase additional licenses for user.

**2. Please provide background information regarding this legislation.**

*Example: The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.*

We are requesting that the Customer Information System contract be extended for an additional eighteen (18) months to support the implementation of the Customer Relationship Management (CRM). This amendment includes additional equipment, training and support.

**3. If Applicable/Known:**

(a) **Contract Type (e.g. Professional Services, Construction Agreement, etc):** Professional Services

(b) **Source Selection:** N/A

(c) **Bids/Proposals Due:** N/A

(d) **Invitations Issued:** N/A

(e) **Number of Bids:** N/A

(f) **Proposals Received:** N/A

(g) **Bidders/Proponents:** N/A

(h) **Term of Contract:** Eighteen (18) months with an additional One (1) year Maintenance Agreement.

**4. Fund Account Center (Ex. Name and number):**

5052 (Water & Wastewater Renewal) 170502 (DWM Watershed Call Center) 5212001 (Consulting/Professional 1590000 (Customer Service) -\$4,533,283.00 and

5052 (Water & Wastewater Renewal) 170502 (DWM Watershed Call Center) 5222999 (Service/Repair/maintenance/contract) 1590000(Customer Service) \$443,760.00

**Total: \$4,977,043**

**Fund:** \_\_\_\_\_ **Account:** \_\_\_\_\_ **Center:** \_\_\_\_\_

**5. Source of Funds: *Example: Local Assistance Grant*** 2008 Budget

**6. Fiscal Impact:** \$4,997.043.00

*Example: This legislation will result in a reduction in the amount of \_\_\_\_\_ to Fund Account Center Number \_\_\_\_\_.*

**7. Method of Cost Recovery:** N/A

***Examples:***

- a. Revenues generated from the permits required under this legislation will be used to fund the personnel needed to carry out the permitting process.***
- b. Money obtained from a local assistance grant will be used to cover the costs of this Summer Food Program.***

**This Legislative Request Form Was Prepared By: Cynthia P. Brinkley**

**Part II: Legislative White Paper:** (This portion of the Legislative Request Form will be shared with City Council members and staff)

**A. To be completed by Legislative Counsel:**

**Committee of Purview: FINANC/EXECUTIVE COMMITTEE**

**Caption:** AN ORDINANCE AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 7 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR THE IMPLEMENTATION OF THE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ADDITIONAL EQUIPMENT, TRAINING, LICENSES AND SUPPORT ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED FIVE MILLION FIVE HUNDRED THIRTY-SEVEN THOUSAND FORTY-THREE DOLLARS AND NO CENTS (\$5,537,043.00), AND TO WAIVE ARTICLE X OF THE CITY OF ATLANTA'S PROCUREMENT CODE TO EXTEND THE TERM OF CONTRACT FOR AN ADDITIONAL EIGHTEEN (18) MONTHS; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5212001 (CONSULTING/PROFESSIONAL 1590000 (CUSTOMER SERVICE) -\$4,533,283.00, 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5222999 (SERVICE/REPAIR/MAINTENANCE/CONTRACT) 1590000 (CUSTOMER SERVICE) \$443,760.00 AND 5051 (WATER AND WASTEWATER REVENUE FUND) 170304 (DWM WATERSHED INFORMATION) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 53500 (DATA PROCESSING MANAGEMENT INFORMATION/ADDITIONAL LICENSES) -\$560,000.00; AND FOR OTHER PURPOSES.

**Council Meeting Date:** June 16, 2008

**Requesting Dept.:** Watershed Management

**FAC Confirmed by:**

**B. To be completed by the department:**

**1. Please provide a summary of the purpose of this legislation (Justification Statement).**

***Example: The purpose of this legislation is to anticipate funds from a local assistance grant to purchase child safety seats.***

The purpose of this legislation is to amend the Customer Information and Billing System and Off-site Billing Services contract with Systems and Software, Inc. to implement a Customer Relationship Management (CRM) and to purchase additional licenses for user.

**2. Please provide background information regarding this legislation.**

***Example: The task force of homelessness conducted a study regarding homelessness, its impact and consequences on the City. This resolution reflects the Mayor's desire to open a twenty-four hour center that will respond to the needs of the homelessness in Atlanta.***

## LEGISLATIVE SUMMARY

TO: FINANCE/EXECUTIVE COMMITTEE

### CAPTION

AN ORDINANCE AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 7 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR THE IMPLEMENTATION OF THE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ADDITIONAL EQUIPMENT, TRAINING, LICENSES AND SUPPORT ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED FIVE MILLION FIVE HUNDRED THIRTY-SEVEN THOUSAND FORTY-THREE DOLLARS AND NO CENTS (\$5,537,043.00), AND TO WAIVE ARTICLE X OF THE CITY OF ATLANTA'S PROCUREMENT CODE TO EXTEND THE TERM OF CONTRACT FOR AN ADDITIONAL EIGHTEEN (18) MONTHS; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5212001 (CONSULTING/PROFESSIONAL 1590000 (CUSTOMER SERVICE) -\$4,533,283.00, 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5222999 (SERVICE/REPAIR/MAINTENANCE/CONTRACT) 1590000 (CUSTOMER SERVICE) \$443,760.00 AND 5051 (WATER AND WASTEWATER REVENUE FUND) 170304 (DWM WATERSHED INFORMATION) 5212001 (CONSULTING/PROFESSIONAL SERVICES) 53500 (DATA PROCESSING MANAGEMENT INFORMATION/ADDITIONAL LICENSES) -\$560,000.00; AND FOR OTHER PURPOSES.

Committee Meeting Date:	June 11, 2008
Council Meeting Date:	June 16, 2008
Legislation Title:	Amendment Agreement No. 7 FC-6004007863 CRM
Requesting Dept.:	Department of Watershed Management
Contract Type:	FC-6004007863; Service Agreement
Advertisement:	This package advertised in AJC on November 7, 2004 and City's web site.
Bids/Proposals Due:	December 15, 2004
Invitations Mailed:	Invitations were mailed to Thirty Three Proponents known to have the capability of providing this service.
Bids/Proposals Received:	Nine (9) Respondents responded to the RFP.
Bidders/Proponents:	Systems & Software, Inc. Bearing Point, Inc. Hansen Information Technologies, Inc. Ciber, Inc. Alliance Data Systems DST International



Advance Utility Systems Corporation  
SPL WorldGroup, Inc.  
C-Pak Corporation

**Contractor:** System & Software, Inc.  
401 Water Tower Circle  
Colchester, VT 05446  
802 655 4400  
Blaine Newman, Account Executive

**Estimated Value:** \$710,000.00

**Scope Summary:** The implementation of a Customer Relationship Management (CRM) system, extend the original maintenance agreement for eighteen (18) months and to purchase additional software licenses inclusive of training equipment and support.

**Background:**

Original Agreement	\$7,364,185.00
Amendment No. 1 (IVR Switch)	250,940.50
Amendment No. 2 (Software)	57,600.00
Ninety (90) Day Extension [till 03/31/06]	-0-
Amendment No. 3 (Resources)	36,000.00
Amendment No. 4 (EnQuesta Software)	71,439.00
Amendment No. 5 (ext. for 18 mos. [09/30/08])	-0-
Amendment No. 6 (EnQuesta Collection)	<u>200,000.00</u>
	\$7,980,164.50

**Evaluation Team:** DWM, OCC, DOL, DOF, and Risk Management

**Term of Contract:**

Original Agreement	07/01/05 to 12/31/06
Ninety Day Extension	12/31/06 to 03/31/07
Amendment No. 5	03/31/07 to 09/30/08

**Fund Account Centers:**

5052 (WATER & WASTEWATER RENEWAL)  
170502 (DWM WATERSHED CALL CENTER)  
5212001 (CONSULTING/PROFESSIONAL  
1590000 (CUSTOMER SERVICE) -\$4,533,283.00  
AND 5052 (WATER & WASTEWATER  
RENEWAL) 170502 (DWM WATERSHED CALL  
CENTER) 5222999  
(SERVICE/REPAIR/MAINTENANCE/CONTRACT  
) 1590000 (CUSTOMER SERVICE) \$443,760.00

**Prepared By:** Lynn Thomas Portee

**Contact Number:** 404-330-6109



SHIRLEY FRANKLIN  
MAYOR

**CITY OF ATLANTA**  
55 TRINITY AVENUE., SW, SUITE 5400, SOUTH BLDG.  
ATLANTA, GEORGIA 30303-0324  
OFFICE (404) 330-6081  
FAX (404) 658-7194

DEPARTMENT OF  
WATERSHED MANAGEMENT  
ROBERT J. HUNTER  
Commissioner

April 25, 2008

TO: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

FROM: Robert J. Hunter, Commissioner  
Department of Watershed Management

RE: **LEGISLATIVE REQUEST FOR  
FC-6004007863, Customer Information and Billing System and  
Off-site Billing Services - Amendment Agreement No. 7  
(Revised as of May 13, 2008)  
Contractor: Systems and Software**

Please prepare appropriate legislation for Cycle 9 (May 19, 2008) to amend the above-referenced contract on behalf of the Office of Customer Services.

The Amendment of the Customer Information and Billing System ("CIS") and Off-site Billing Services to add a Customer Relationship Management (CRM) is needed to add on additional requirements to support all types of customer calls (premised based and non-premised based), to purchase additional software licenses; and to extend the original maintenance agreement for eighteen (18) months. This Amendment also includes additional equipment, training and support that will be required.

All other terms, conditions, etc. shall remain the same. The cost of this change is **Five Million Five Hundred Thirty-seven Thousand Forty-three Dollars and No Cents (\$5,537,043.00)** from account number **5052** (Water & Wastewater Renewal) **170502** (DWM Watershed Call Center) **5212001** (Consulting/ Professional) **1590000** (Customer Service)/CRM-\$**4,533,283.00**; from account number # **5052** (Water & Wastewater Renewal) **170502** (DWM Watershed Call Center) **5222999** (Service/Repair/Maintenance/Contract) **1590000** (Customer Service Function Activity)/Extension-\$**443,760.00**; and from account number #**5051** (Water & Wastewater Revenue Fund) **170304** (DWM Watershed Information ) **5212001** (Consulting/Professional Services) **1535000** (Data Processing Management Information) / Additional Licenses-\$**560,000.00**.

Adam L. Smith  
May 13, 2008  
Page 2

If you have any questions concerning this matter, please feel free to contact Cynthia Pierce-Brinkley, Contracting Officer, Sr., at (404) 330-6096.

Your assistance in this matter is requested and appreciated.

/cpb

c: Sheila Pierce, DWM  
Debra Henson, CS  
Sammy Goodson, DWM  
Cathy Martin, DOP  
Pati McMahon, DWM  
Gwendolyn J. Carswell, DWM  
Maisha Land-Wood, DWM  
Lynn Portee, DWM  
Cynthia P. Brinkley, DWM  
File



# CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

OFFICE OF CONTRACT COMPLIANCE  
55 TRINITY AVENUE, S.W. SUITE 1700  
ATLANTA, GEORGIA 30303  
OFFICE (404) 330-6010  
FAX (404) 658-7359

CITY OF ATLANTA  
DEPT. OF PROCUREMENT  
2005 FEB -2 PM 12:29

## MEMORANDUM

TO: Adam L. Smith, Chief Procurement Officer  
Department of Procurement

FROM: Hubert Owens, Acting Director  
Office of Contract Compliance

DATE: January 3, 2005

RE: **RFP Recommendation for FC 6004007863, Customer Information  
System/Billing Services**

The office of Contract Compliance has reviewed the nine (9) proposals for minority and female business enterprise participation. All nine proponents are eligible under Section 2-1449(a)(2)(C) of the Equal Business Opportunity Code of Ordinances and have been deemed responsive by the Office of Contract Compliance. For your information, they have committed to utilizing AABEs and FBEs as indicated below:

<u>Systems and Software, Inc.</u>	<u>(15 pts.)</u>
Automated Business Systems & Services, Inc.	AABE 9%
MHR International, Inc.	AABE 9%
Sync Technologies, Inc.	FBE 9%
Red Bridge Consulting, Inc.	FBE 9%
<b>Participation Total</b>	<b>36%</b>

<u>Bearing Point, Inc.</u>	<u>(15 pts.)</u>
Conet Consulting, Inc.	AABE 4%
CyberDyne Systems	AABE 4%
American CyberSystems	AABE 4%
ISPA, Inc.	AABE 4%
Strategic Staffing Solutions, LLC	FBE 17%
<b>Participation Total</b>	<b>33%</b>

<b><u>Hansen Information Technologies</u></b>		<b>(15 pts.)</b>
3D Performance	FBE	17%
Sync Technologies	AABE	17%
<b>Participation Total</b>		<b>34%</b>

<b><u>Ciber, Inc.</u></b>		<b>(15 pts.)</b>
Red Bridge Consulting	FBE	18%
Blackwell Consulting	AABE	15%
<b>Participation Total</b>		<b>33%</b>

<b><u>Alliance Data Systems</u></b>		<b>(15 pts.)</b>
Khafra Engineering Consultants	AABE	20%
Signum Group, LLC	FBE	17%
<b>Participation Total</b>		<b>37%</b>

<b><u>C-Pak Corporation</u></b>		<b>(15 pts.)</b>
MHR International	AABE	9%
Sync Technologies, Inc.	AABE	8%
Kendall Supply, Inc.	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<b><u>DST International</u></b>		<b>(15 pts.)</b>
Khafra Engineering Consultants, Inc.	AABE	13%
MHR International	AABE	4%
Sync Technologies, Inc.	FBE	17%
<b>Participation Total</b>		<b>34%</b>

<b><u>SPL World Group</u></b>		<b>(15 pts.)</b>
Red Bridge Consulting	FBE	17%
Victory Global Solutions, Inc.	AABE	14%
<b>Participation Total</b>		<b>31%</b>

<b><u>Advance Utility Systems</u></b>		<b>(15 pts.)</b>
Sync Technologies, Inc.	AABE	17%
Signum Group, Inc.	FBE	5%
The Cadence Group, Inc.	FBE	4%
Asentek, Inc.	FBE	4%
Prosys Information Systems	FBE	4%
<b>Participation Total</b>		<b>34%</b>

Adam L. Smith  
January 3, 2005  
Page 3

If you have questions, please contact me at (404) 330-6010 or Bruce T. Bell at (404) 330-6009.

CC: File  
Lynn Portee, DOP

TRANSMITTAL FORM FOR LEGISLATION

TO: MAYOR'S OFFICE

ATTN: GREG PRIDGEON

Dept.'s Legislative Liaison: \_\_\_\_\_ Maisha L. Wood \_\_\_\_\_

Contact Number: \_\_\_\_\_ (404) 330-6887 \_\_\_\_\_

Originating Department: \_\_\_\_\_ Department of Watershed Management \_\_\_\_\_

Committee(s) of Purview: \_\_\_\_\_ Finance/Executive \_\_\_\_\_

Chief of Staff Deadline: \_\_\_\_\_ May 30, 2008 \_\_\_\_\_

Anticipated Committee Meeting Date(s): \_\_\_\_\_ June 11, 2008 \_\_\_\_\_

Anticipated Full Council Date: \_\_\_\_\_ June 16, 2008 \_\_\_\_\_

Legislative Counsel's Signature: \_\_\_\_\_

Commissioner Signature: \_\_\_\_\_ Robert J. Hunter \_\_\_\_\_

Chief Procurement Officer Signature: \_\_\_\_\_ N/A - code waver (cm) \_\_\_\_\_

**CAPTION**

AN ORDINANCE AUTHORIZING THE MAYOR TO ENTER INTO AMENDMENT AGREEMENT NO. 7 FOR FC-6004007863, CUSTOMER INFORMATION AND BILLING SYSTEM AND OFF-SITE BILLING SERVICES, WITH SYSTEMS AND SOFTWARE, INC. ("S&S") FOR THE IMPLEMENTATION OF THE CUSTOMER RELATIONSHIP MANAGEMENT (CRM) ADDITIONAL EQUIPMENT, TRAINING, LICENSES AND SUPPORT ON BEHALF OF THE DEPARTMENT OF WATERSHED MANAGEMENT TO INCREASE FUNDING IN AN AMOUNT NOT TO EXCEED FIVE MILLION FIVE HUNDRED THIRTY-SEVEN THOUSAND FORTY-THREE DOLLARS AND NO CENTS (\$5,537,043.00), AND TO WAIVE ARTICLE X OF THE CITY OF ATLANTA'S PROCUREMENT CODE TO EXTEND THE TERM OF CONTRACT FOR AN ADDITIONAL EIGHTEEN (18) MONTHS; ALL CONTRACTED WORK SHALL BE CHARGED TO AND PAID FROM 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5212001 (CONSULTING/PROFESSIONAL 1590000 (CUSTOMER SERVICE) -\$4,533,283.00, 5052 (WATER & WASTEWATER RENEWAL) 170502 (DWM WATERSHED CALL CENTER) 5222999 (SERVICE/REPAIR/MAINTENANCE/CONTRACT) 1590000 (CUSTOMER SERVICE) \$443,760.00 AND 5051 (WATER AND WASTEWATER REVENUE FUND) 170304 (DWM WATERSHED INFORMATION) 5212001 (CONSULTING/PROFESSIONAL SERVICES) \$53500 (DATA PROCESSING MANAGEMENT INFORMATION/ADDITIONAL LICENSES) -\$560,000.00; AND FOR OTHER PURPOSES.

FINANCIAL IMPACT (if any): \$5,537,043.00

Mayor's Staff Only

Received by CPO: \_\_\_\_\_ Received by LC from CPO: \_\_\_\_\_

(date)

(date)

Received by Mayor's Office: \_\_\_\_\_ 5.29.08 \_\_\_\_\_ Reviewed by: \_\_\_\_\_

(date)

(date)

Submitted to Council: \_\_\_\_\_

(date)

RCS# 2043  
6/16/08  
3:05 PM

Atlanta City Council

REGULAR SESSION

CONSENT II

REFER

YEAS: 13  
NAYS: 0  
ABSTENTIONS: 0  
NOT VOTING: 2  
EXCUSED: 0  
ABSENT 1

Smith	Y Archibong	Y Moore	Y Mitchell
Hall	Y Fauver	Y Martin	B Norwood
Young	Y Shook	Y Maddox	NV Willis
West	Y Muller	Y Sheperd	NV Borders

CONSENT II